

Phase I Update

2-1-1 Community Advisory Committee Meeting

November 19, 2004

Progress & Plans

Lisa Dee Meyerson, GITA- 2-1-1 Statewide Program Coordinator

Meeting Goals

- ♦ Update the Committee regarding implementation progress.
- ♦ Obtain Feedback on key functionality, target populations, volunteer categories, communication strategy and funding issues.

Progress Overview

- ♦ Phase I Development Contract – October 1, 2004
- ♦ Phase I Implementation Kick-off – October 14, 2004
- ♦ Implementation teams are in high gear.
- ♦ High Level Time Line:
 - Data Loading; Training (selected) – January 2005
 - Beta Version – February 2005
 - Final Version; Training – March 2005
 - Go-Live – April 1, 2005

Technical Development Team *(Lead: Perry Yastrov)*

- ♦ Working closely with the Developer
 - 7 Days of Design Sessions
 - Weekly or Bi-weekly conference calls w/Developer
 - Daily e-mails
- ♦ Designing Look and Feel
- ♦ Determining High-Level Functionality
- ♦ Mock Screens Developed
- ♦ Functional Specifications being review by State

Provider Database Team *(Lead: Chris Muir)*

- ♦ Determined Target Age Groups
- ♦ Prepared Target Populations (proposed)
- ♦ Reviewing I&R Data – due diligence, update plan
- ♦ Developing Problem Assessment Module & Service Summaries

Emergency Response Team *(Lead: Lauran Wikle)*

- ♦ Defined Emergency Response Interface
- ♦ Developing Emergency Service Summary Categories
- ♦ Developing Service Summaries
- ♦ Determining Volunteer Categories
- ♦ Receiving Support from Jim Puza

Communication & Outreach Team *(Lead: DJ Harper)*

- ♦ Providing Support to Other Teams.
- ♦ Working on Communication Strategy.

Phase I Update

2-1-1 Community Advisory Committee Meeting

November 19, 2004

Look & Feel; Key Functions

Perry Yastrov, AHCCCS - Technical Development Team Lead

Look & Feel

- ♦ Designed for Novice & Experienced Users
- ♦ Goal: Fast Loading for Remote Areas
- ♦ Menu driven; Streamlined Design; Ease of navigation
- ♦ Appealing, but not too many images

Key Functions – Left Menu Bar

- ♦ Espanol - info pages in Spanish; bi-lingual contacts
- ♦ Find Help - search for providers
- ♦ Basic Services – ‘cliff notes’ of critical services
- ♦ Web Links - highlights key info sources
- ♦ About AZ 2-1-1 – info re: Governor's 2-1-1 project
- ♦ Provider Tools – provider log-in for updates

Searching by Public

- ♦ Basic (Keyword) Search:
 - Keyword - searches fields such as description, agency name, etc.
 - Zip code (Optional) - without zip code – statewide; with zip code - sorts by distance
- ♦ Guided Search - short questions; subject area focus
- ♦ Problem Assessment:
 - requests age, zip code & service type
 - q&a to locate critical services

More Searching

- ♦ Advanced Search: search by a combination of categories (i.e., age group, target population, etc.)
- ♦ Directory of services: step by step look at providers by categories
- ♦ Outline of categories: table of contents view of categories

Profiles - Agencies, Programs & Services

- ♦ Detailed info (i.e., hours, eligibility requirements, etc.)
- ♦ Links to web site
- ♦ E-mail provider from listing
- ♦ Print or save
- ♦ Lists volunteer opportunities

Emergency Bulletins; Volunteers

Lauran Wikle, OHS - Emergency Response Team Lead

Home Page – Emergency Features

- ♦ Newsflash - Main News (only appears in an emergency).
- ♦ Bulletins - Key Alerts to the Public re: Disaster, Evacuation, Relief.
- ♦ Left Menu - Find Help & Basic Services also covers Emergency Response.

Phase I Update

2-1-1 Community Advisory Committee Meeting

November 19, 2004

Emergency Response Page

- ♦ Goal of Bulletins - Increase Public Info Access.
- ♦ Full Text of Articles Posted.
- ♦ Site Search: Searches News Alerts, Bulletins & Service Summaries.
- ♦ RSS (Really Simple Syndication) - enables viewing of headlines from web enabled electronic devices.

Emergency Databases

- ♦ Standing Disaster Provider Database:
 - Prior to Disaster Incident
 - Ongoing Relief Services
- ♦ Disaster Specific Provider Database:
 - Emergency Mgmt & Disaster Relief Orgs
 - Field offices, Temporary shelters
 - Incident specific response & recovery providers

Volunteers

- ♦ Phase I
 - Quick Links & Service Summaries to Major Volunteer Centers
 - Organizations can post volunteer opportunities, with position description, requirements & contact info.
 - Disaster Specific Volunteer Needs: Include in Emergency Bulletins & Database
 - **Review Handout** – *Volunteer Work Types*
- ♦ Future Possible Enhancements (to be discussed at later date):
 - Volunteer Case Management?
 - Enable Signing up for Volunteer Opportunities (with storage of personal info)

Age Groups; Target Populations; I&R Data

Chris Muir, GITA - Provider Database Team Lead

Target Groups

- ♦ Age Groups - General:
 - All Ages
 - All Youth (0-18 years)
 - All Adults (19 years and up)
- ♦ Age Groups - Specific:
 - Infants (0-3 years)
 - Children (4-12 years)
 - Teenagers (13-18 years)
 - Seniors (65 years and up)
- ♦ Target Populations – **Review Handout**

Problem Assessment & Service Summaries

- ♦ DES leading this effort; working with GOCYF, AHCCCS, DHS, OHS, Courts, DOE
- ♦ **Review Handouts**
- ♦ Request Feedback by Nov 24, 2004 (next Wednesday)

Phase I Update

2-1-1 Community Advisory Committee Meeting

November 19, 2004

I&R Data – Next Steps

- ♦ Working with Lori Warrens, Rita Weatherholt, Roberto Armijo & Leslie Ann Williams
- ♦ Complete Due Diligence Review.
- ♦ Negotiate Data Maintenance Plans.
- ♦ Develop Plans for Training & Data Loading in January.

Marketing & Funding

DJ Harper, GITA - Communication & Outreach Team Lead

Communication - Discussion

- ♦ Message
- ♦ Expectation Management
- ♦ Audience?

Outreach - Discussion

- ♦ Local Governments
- ♦ Underrepresented Communities
- ♦ Social Service Professionals

Funding

- ♦ Phase I Development & Maintenance – CDC Grant
- ♦ Phase I Marketing – to be identified
- ♦ Community Dialogue Sessions Feedback:
 - Concern re: competing for funding with providers.
 - Recommendation: funding should come from many sources
- ♦ Phase II - Budgets being prepared; AHCCCS taking the lead.

Sponsorships & Grants

Angie Rodgers, GOCYF

Sponsorships & Grants - Discussion

- ♦ Foundations initially
- ♦ Govt sources?
- ♦ Community Dialogue Sessions Feedback:
 - Corporate Sponsors?
 - Subject Area conflicts?
 - Surcharge on phone lines?

Community Dialogue Sessions

- ♦ Other Comments received were on Phase II issues which will be discussed at later date.